



Tool Recommendation Chart

Purpose:

Discuss the scenario and questions with your design team during planning to help inspire ideas for improving the student experience. You may find it helpful to try this exercise using scenarios of your own creation - situations that your students, staff, and faculty are likely to encounter.

Element	Purpose	Examples of Tools Supporting Project Management
Communicate decisions clearly	Students, faculty, and staff need easy, predictable access to up-to-date information to consider options, make decisions, and act.	Website with program information Intranet site or knowledge base for program staff (e.g., a Microsoft SharePoint site) Shared document repository
Consistent, transparent workflows	Students, faculty, or staff may inadvertently skip critical steps or complete steps out of order creating delays in program entry and progress	Standard operating procedures documents that list the steps in key processes ensure consistency across staff members and helps preserve structures during planned or unexpected personnel transitions Workflow diagrams visualizing stakeholder responsibilities and milestones during key processes (e.g., applying to the CBE program, attempting a first summative assessment as a new student, etc.)

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Shared ownership and decision-making	Tasks may be missed, work can be duplicated, decisions can be delayed when roles and responsibilities are unclear. This can create internal conflicts amongst team members and impact service to students negatively.	RACI chart showing who is responsible, accountable, consulted, and informed for different tasks OVIS chart showing who owns, vetoes, is informed about, and who supports decision-making Use a tool like this Workload Awareness Chart to track what components different stakeholders are involved in and to make it easier to envision necessary communication channels (i.e., knowing who needs to know what).
Intentional reflection and continuous improvement cycles	Challenges are not elevated to project leadership and team members may not be able to identify common themes across experiences (impacting perception of how severe or common a situation is)	Structured reflection during team meetings and at the end of each project phase to discuss what went well and what could be improved Troubleshooting or issue logs where problems can be documented, assigned, and tracked through resolution
Balance use of manual and automated processes	The right mix of automation and human oversight supports accuracy, efficiency, and equitable student experiences.	Process audit to identify opportunities for automation Manual verification steps for high-impact automated workflow
Data entry and documentation practices	Clear, consistent data helps faculty, staff and leadership understand student progress.	Data entry protocol or data entry steps in other processes to ensure data is collected and processed

Element	Purpose	Examples of Tools Supporting Project Management
Plan for emergent scenarios	Proactive planning helps teams respond to change confidently and minimizes disruptions to student learning.	Risk matrix or risk register to list potential program-level risks and establish priorities based on factors such as likelihood of occurrence and severity (Note: Your institution likely has an overarching risk management plan that provides a shared approach to risk management across programs, but does not name the specific risks of the college's new direct assessment CBE program.) Risk management or mitigation plan to document steps team members can take to prevent or address risks